

CHAPTER 1

INTRODUCTION

This rate training manual is designed to enable the SH2 and SH1 to meet the occupational standards for advancement to First Class Ship's Serviceman and Chief Ship's Serviceman. For detailed information about military requirements for advancement, final multiples, and training sources and publications, consult *Military Requirements for Petty Officer Third Class through Chief Petty Officer* and *Basic Military Requirements*.

This chapter provides information on the increased rewards and responsibilities of advancement and the different career opportunities that are available to you. It is recommended that you study this chapter carefully before you begin to study the remainder of this rate training manual.

THE SHIP'S SERVICEMAN RATING

In the Navywide enlisted rating structure, service ratings are provided to meet the need for technical specialization in some ratings but not in others. The Ship's Serviceman rating is a general rating, with areas of specialization identified by Navy enlisted classification (NEC) codes. These specialties include Barber, Navy Exchange Manager, Afloat Sales and Service Specialist, Commissary Store Manager, Laundry/Dry Cleaning Specialist, and Navy Exchange/Commissary Store Specialist. Refer to the current edition of the *Manual of Navy Enlisted Manpower and Personnel Classifications and Occupational Standards*, section II, NAVPERS 18068, for descriptions of the NEC codes applicable to the Ship's Serviceman rating.

Because of the nature of the Ship's Serviceman rating, senior Ship's Servicemen are assigned to a variety of activities. As a senior SH, you may be assigned to a regular sea billet where you may be placed in supervision over the ship's retail and service activities. Or, you may be assigned as a supervisor of civilian or military employees in a Navy exchange or commissary store. You may

also be eligible for training at an instructor school, after which you may be sent to instruct in the SH class A school or in one of the SH class C schools. Or, you may be assigned as a recruit instructor or a company commander at one of the recruit training commands.

Other duty assignments that may be available to you include those in the Naval Education and Training Program Development Center, Pensacola, Florida, where the Navywide advancement examinations are prepared and scored and where rate training manuals, correspondence courses, and other training materials are developed and prepared.

In addition to the special skills and knowledge you should possess for the Ship's Serviceman rating, you must also develop your ability as a leader. You will find that your responsibilities for military leadership are about the same as those of petty officers in other ratings, since every petty officer is a military person as well as a specialist. Your responsibilities for leadership in the supply department are considerable, especially on small ships. The ship's store records, for example, are all-important records and it is your responsibility to see that they are accurately maintained. Only people who are highly competent and have a deep sense of personal responsibility can develop leadership qualities needed to do their jobs well. The ability to lead is most apparent in supervision, although it manifests itself in more subtle ways in everything you do. Certain practical details that relate to your responsibilities for supervision are discussed in chapter 3 of this manual.

REWARDS AND RESPONSIBILITIES OF ADVANCEMENT

Advancement brings both increased rewards and increased responsibilities. The time to start looking ahead and considering the rewards and the responsibilities of advancement is now. Your responsibilities will be many and varied. By this

time, you are probably well aware of many of the advantages—higher pay, greater prestige, more interesting and challenging work, and the satisfaction of getting ahead in your chosen field.

The Navy also benefits by your advancement. Highly trained personnel are essential to the functioning of the Navy. By each advancement you increase your value to the Navy in two ways. First, you become more valuable as a specialist in your own rating. And second, you become more valuable as a person who can supervise, lead, and train others. The extent of your contribution to the Navy depends upon your willingness and ability to accept increasingly broader responsibilities as you advance. When you assumed the duties of an SH3, you began to accept a certain amount of responsibility and accountability for the work of others. With each advancement, you accept an increasing responsibility in military matters and in matters relating to the occupational requirements of the Ship's Serviceman rating.

As you advance to the senior petty officer level, your responsibilities up and down the chain of command will change. Both officers and enlisted personnel will expect you to translate the general orders given by officers into detailed, practical on-the-job language that can be understood and followed even by relatively inexperienced personnel. In dealing with inexperienced people, it is up to you to see that they perform their work properly. At the same time, you must be able to explain to officers any important needs or problems of the enlisted personnel. This means you must be able to communicate clearly and effectively. Remember, the goal of all communication is understanding. To lead and supervise effectively, you must be able to speak and write in such a way that others can understand exactly what you mean. Chapter 3 of this manual discusses some techniques to help you to communicate clearly and effectively.

As a senior Ship's Serviceman, you will also have regular and continuing responsibilities for training. Even if you are lucky enough to have a group of subordinates who are highly skilled and well trained, you will find that some training will still be necessary. Some of your best workers may be transferred, and inexperienced or poorly trained personnel may be assigned to you; or, a particular job may call for skills that your personnel do not have. In addition, you will be responsible for training lower rated Ship's Servicemen for advancement. These and similar situations will require you to become a training specialist who can conduct various types of

formal and informal training programs for subordinate personnel.

As you advance to SH1 and then to SHC, you will find that many of your plans and decisions affect a large number of people, some of whom are not even in the supply department. It becomes increasingly important, therefore, to understand the duties and responsibilities of personnel in other ratings. Petty officers in the Navy are specialists in their own fields. Learn as much as you can about the work of other ratings, and plan your own work so that it will fit in with the overall mission of the organization.

As a First Class Ship's Serviceman and even more so as a Chief Ship's Serviceman, you must keep yourself informed about all changes and new developments that might affect your rating or your work. Practically everything in the Navy—policies, procedures, equipment, publications, systems—is subject to change and development. Some changes will be called to your attention, but you will have to look for others. Try to develop a special kind of alertness for new information. Keep up to date on all available sources of technical information.

IMPORTANT SOURCES OF INFORMATION FOR THE SENIOR SHIP'S SERVICEMAN

As a senior Ship's Serviceman, you will be regularly consulted for up-to-date information on the military requirements and occupational qualifications of the Ship's Serviceman rating. You will also have responsibilities for the technical leadership that will be directly related to the daily work of your organization. No single publication can give you all the information you will need. It is important for you to know where to look for detailed, authoritative, up-to-date information on all subjects related to the occupational standards and naval requirements for advancement in the Ship's Serviceman rating and for the successful performance of Ship's Serviceman work.

To prepare for your future responsibilities as a military leader and advisor of subordinate naval personnel, you should become thoroughly familiar with the current military requirements publications. Since references to these publications are made throughout this chapter, the publications will not be discussed at this time. As a conscientious Ship's Serviceman who is preparing to advance to the senior petty officer level, you should take responsibility for acquiring these publications and for studying them carefully.

By now you are probably aware that there are several publications that are directly concerned with Ship's Serviceman work. In fact, you may even be familiar with some of the basic publications. For your convenience, the following summaries are provided on a few of the important publications with which you, as a senior Ship's Serviceman, may work:

- *Ship's Store Afloat*, NAVSUP Publication 487—The procedures contained in this publication establish policy for the operation and management of a ship's store afloat. The procedures are designed to assist ship's store personnel in the proper performance of their assigned duties and to aid them in understanding and fulfilling their responsibilities.

- *Afloat Supply Procedures*, NAVSUP Publication 485—This publication establishes policies for the operation and management of afloat supply departments and activities operating under afloat procedures. It is designed to assist supply personnel in the proper performance of their assigned duties and to aid them in understanding and performing their individual tasks associated with afloat supply operations.

- *Navy Exchange Manual*, NAVRESSO Instruction 4066.17—This publication contains comprehensive instructions for operating Navy exchanges and is designed to standardize the administration, organization, and operation of all such exchanges.

- *Navy Customer Service Manual*, NAVED-TRA 10119-B—This special publication is designed to provide the enlisted personnel who man the contact points—e.g., Disbursing Clerks, Ship's Servicemen, Commissarymen, Personnelmen—with information concerning the importance and improvement of customer service. The publication has been developed to make you aware of the importance of proper attitudes and their effect on everyday performance; and it demonstrates to you how worthwhile a continuing effort to develop positive attitudes in interpersonal relationships can be.

In addition to basic publications associated with Ship's Serviceman work, rate training manuals exist to provide you with detailed information on the Ship's Serviceman rating and to help you meet the occupational standards for advancement to SH1 and SHC.

- *Ship's Serviceman 3 & 2*, modules 1 and 2—The modules of this rate training manual provide detailed information to help Ship's Servicemen fulfill the overall requirements of the rating. Module 1 discusses the administration of the ship's store and operations in retail and service activities. Module 2 covers various ship's store accounting procedures and financial returns. Satisfactory completion of these training modules is required for advancement to SH3 and SH2. If you have already met this requirement by satisfactorily completing an earlier edition of *Ship's Serviceman 3 & 2*, you should at least review the new modules. Much of the information presented in this edition of *Ship's Serviceman 1 & C* is based on the assumption that you are already familiar with the contents of the *Ship's Serviceman 3 & 2*, modules 1 and 2.

- *Ship's Serviceman 1 & C*—The information in this rate training manual is designed to help Ship's Servicemen meet the qualifications for advancement to First Class Ship's Serviceman and Chief Ship's Serviceman. Leadership and management responsibilities of the senior Ship's Serviceman are stressed.

THE SCOPE OF THIS RATE TRAINING MANUAL

Before you study any book, it is a good idea for you to understand the scope and purpose of the book. Here are some things you should know about this rate training manual.

- This edition of *Ship's Serviceman 1 & C* is designed to help you meet the occupational qualifications for advancement to First Class Ship's Serviceman and Chief Ship's Serviceman. The information presented in this manual discusses the organization of the Navy supply system; administration of retail and service operations; procurement, receipt, expenditure, and documentation procedures; the auditing of returns; and the administration of commissaries in terms of the management and leadership responsibilities of the senior Ship's Serviceman.

- You must complete this rate training manual satisfactorily before you can advance to SH1 or SHC, whether you are in the regular Navy or the Naval Reserve.

● This rate training manual is NOT designed to give you information on the military requirements for advancement to PO1 or CPO. For this type of information, you should consult *Military Requirements for Petty Officer Third Class* through *Chief Petty Officer* and *Basic Military Requirements*.

● This manual is NOT designed to give you information that is related primarily to the qualifications for advancement to SH3 or SH2; however, many of those qualifications are reviewed or examined from the supervisory level. For detailed information pertaining to advancement to SH3 and SH2, you should consult the military requirements manuals and *Ship's Serviceman 3 & 2*, modules 1 and 2.

● Although this manual is based upon information that is related to the qualifications for advancement to SH1 and SHC, no training manual can really take the place of actual on-the-job experience. This manual can help you understand some of the whys and wherefores, but you must combine knowledge with practical experience before you can develop the required skills. It is important for you to obtain the current *Personnel Advancement Requirement (PAR) Program* (NAVPERS 1414) applicable to the Ship's Serviceman rating. In studying for advancement, you should use the PAR information in conjunction with the material in this manual.

● This rate training manual is NOT specifically designed to provide you with a listing of all the required and recommended materials and references that you should use to prepare for advancement in the Ship's Serviceman rating. For this important information, you should consult the current edition of the *Bibliography for Advancement Study*, NAVEDTRA 10052.

● The occupational Ship's Serviceman qualifications that were used as a guide in the

preparation of this manual were those issued in the *Manual of Navy Enlisted Manpower and Personnel Classifications and Occupational Standards*, NAVPERS 18068E. Therefore, changes in the Ship's Serviceman qualifications occurring after this change may not be reflected in the information given in this manual. Your major purpose in studying this manual is to help you satisfy the qualifications for advancement to SH1 or SHC. However, it is also important that you obtain and become familiar with the most recent Ship's Serviceman occupational standards.

You should always make it your responsibility to see that you are using the latest edition of any publication or directive from which you are seeking information. From time to time, most publications are subject to change or revision, sometimes at regular intervals, other times when the need arises. When you are consulting a publication that is kept current by changes, you should make certain that you are using a copy in which all official changes have been made. If a publication is subject to revision, you should check to see if you are using the most recent revision or edition. Official publications and directives carry identifying abbreviations, numbers, and, at times, letter designations that give the source of the document, its subject matter, and its edition. For example, the identification code for this rate training manual is NAVEDTRA 10287-F. The letter *F* designates the edition and indicates that this manual replaces NAVEDTRA 10287-E. The code NAVEDTRA 10287 indicates that this is a publication of Naval Education and Training in the rate training manual series. When publications and directives are mentioned throughout this book, the final letter designations will generally not be given. These omissions are deliberate and have been made to accommodate future revisions of referenced publications.